



# The Performance Quality of Utah's Health Plans 2003

## About HMOs

### WHAT ARE HMOs?

HMO stands for "Health Maintenance Organization". HMOs offer their members comprehensive health insurance through a network of chosen hospitals and doctors in exchange for a prepaid premium. HMOs make contracts with local hospitals, doctors and other health care providers (e.g., midwives, nurse practitioners) who work together to provide care to their members. Enrollees of an HMO need to choose a Primary Care Physician (PCP) from the network, who takes care of most of the patient's medical needs. To go to a specialist, enrollees usually need a referral from their PCP.

Traditional Fee-For Service insurance allows consumers to get care from any doctor or hospital but at higher out-of-pocket costs; HMO enrollees obtain care from doctors and hospitals that are part of the HMOs provider network at lower out-of-pocket costs than Fee-For-Service.

### WHY IS THIS INFORMATION IMPORTANT?

- ★ As a consumer you have the right to receive high quality care from your HMO and your doctor.
- ★ It is important for you to learn how well Utah commercial HMOs performed in providing quality care to Utahns.
- ★ This poster will help you make an informed choice when selecting your own HMO; choose the health plan that best meets your needs.

## WHAT SHOULD I LOOK FOR IN AN HMO?

There are three things to look for when you are choosing an HMO.:

1. An HMO that provides service in your county. Not all HMOs are offered in all counties in Utah. Use the phone numbers or web sites in this poster for information on HMOs that are in your county.
2. An HMO that allows you to see the providers you want to see. If you want to see certain doctors and other providers, you should find out if they participate in the HMO.
3. The HMO's performance in areas that are important to you. Use the information provided in this poster to see how well the HMOs you are considering performed compared to other health plans in Utah.

## WHAT DO THE QUALITY RATINGS MEAN?

This poster shows how Utah's commercial HMOs performed in 2002. In the spring of 2003, the Utah Department of Health and Utah HMOs conducted an HMO enrollee satisfaction survey to find out what HMO enrollees think about the services they received during 2002 from HMOs. About 2,100 enrollees were surveyed by mail or over the telephone.

Information in this poster comes from HEDIS (Health plan Employer Data and Information Set). Utah HMOs submit HEDIS measures to the Utah Department of Health every year. HMOs use HEDIS as a way to measure the quality of care they provide. This poster presents the results of a few chosen measures from the 2003 HEDIS.

## WHERE CAN I FIND MORE INFORMATION?

For more information on all of the HMOs described in this poster, you can contact the HMOs directly. Telephone numbers and website addresses are listed below.

Altius Health Plans		www.altiushealthplans.com	1-800-377-4161
CIGNA Health Care of Utah	www.cigna.com		1-801-265-2777
IHC Health Plans	www.ihc.com		1-800-538-5038
Regence Healthwise	www.ut.regence.com		1-800-624-6519
United Health Care of Utah	www.unitedhealthcare.com		1-800-624-2942

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Recipient's address label here

Utah Department of Health  
Office of Health Care Statistics  
PO Box 144004  
Salt Lake City, Utah 84114-4004